

GP 2761



IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

Attorney Docket No.: **Nynex-27/CIP3 (96-21CIP3)**

Applicants: **Craig Reding et al.**

Serial No.: **09/154,965**

Filing Date: **September 17, 1998**

Title: **METHODS AND APPARATUS FOR AUTOMATING THE SERVICING
OF TELEPHONE CALLS INCLUDING CALLS REQUESTING
DIRECTIONAL AND/OR OTHER TYPES OF INFORMATION**

Group Art Unit: **2761**

Examiner: **To be assigned**

ASSISTANT COMMISSIONER FOR PATENTS

Box Issue Fee

Washington, D. C. 20231

Attn.: Official Draftsperson

S I R:

SUBMISSION OF FORMAL DRAWINGS

Submitted herewith are thirteen (13) sheets of formal drawings (Figs. 1-10) in connection with the above-captioned application.

Respectfully submitted,

June 6, 2000

Michael P. Straub
Michael P. Straub, Attorney
Reg. No. 36,941
Customer No. IDON601137
(732) 335-1222



STRAUB & POKOTYLO
Attorneys at Law
One Bethany Road
Suite 56, Building 4
Hazlet, New Jersey 07730

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I hereby certify that this correspondence is being deposited on **June 6, 2000** with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to the Assistant Commissioner for Patents, **Box Issue Fee**, Washington, D.C. 20231.

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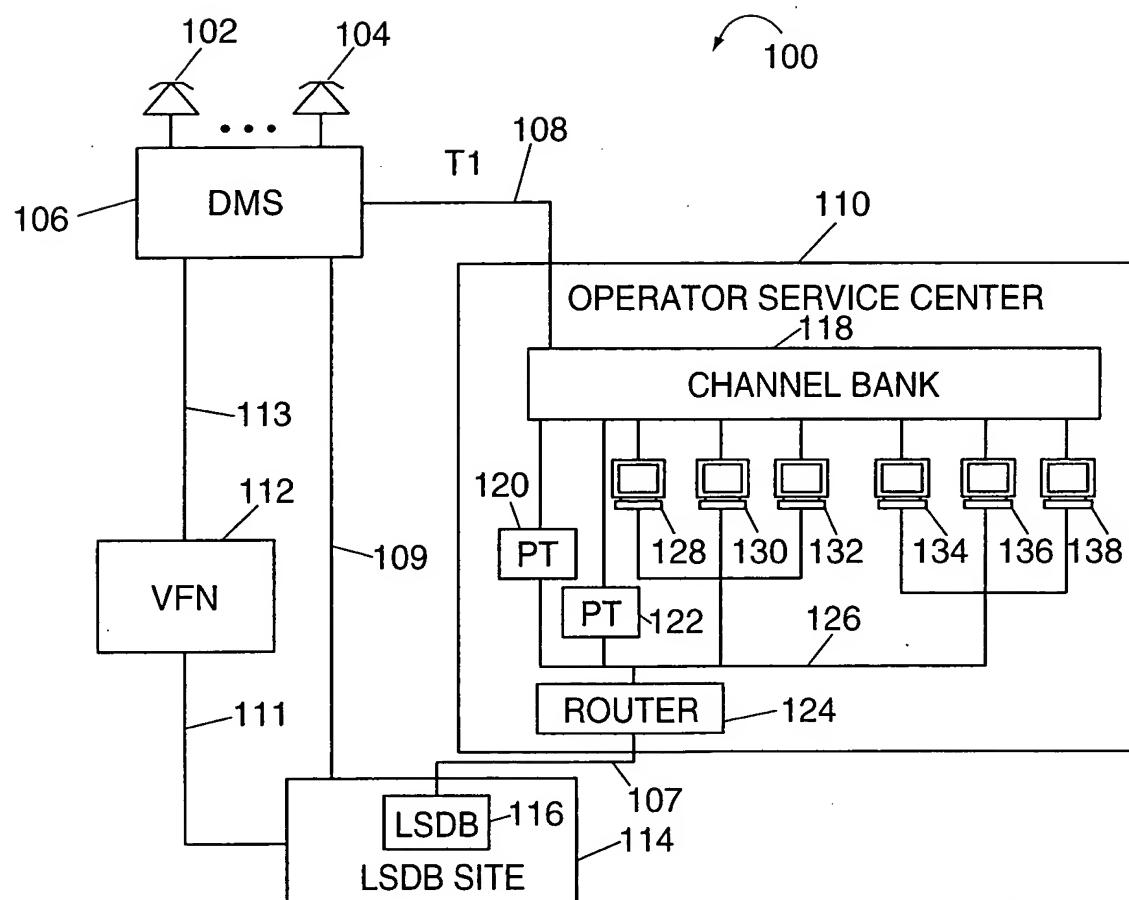


FIG. 1
PRIOR ART

FIG. 2A

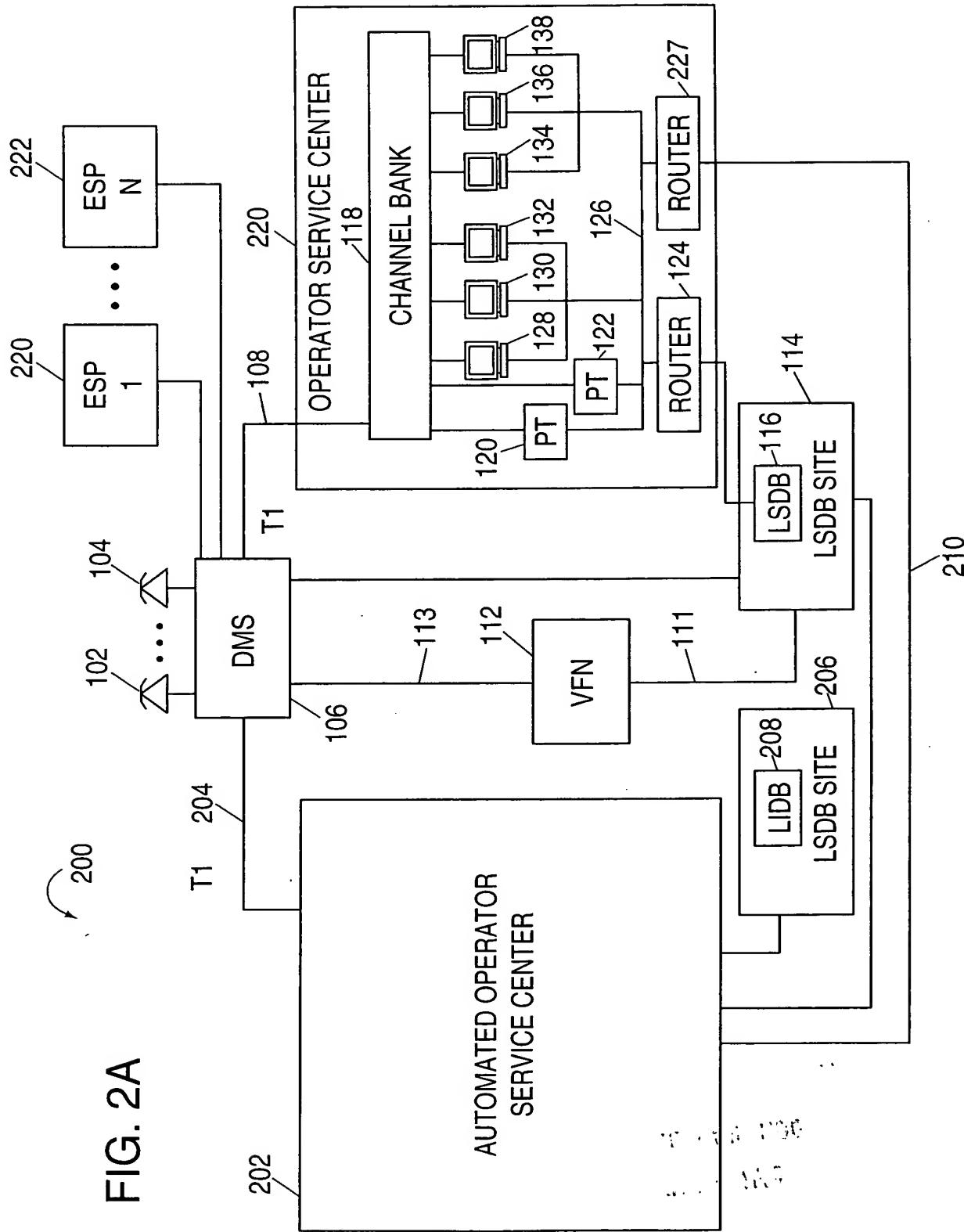
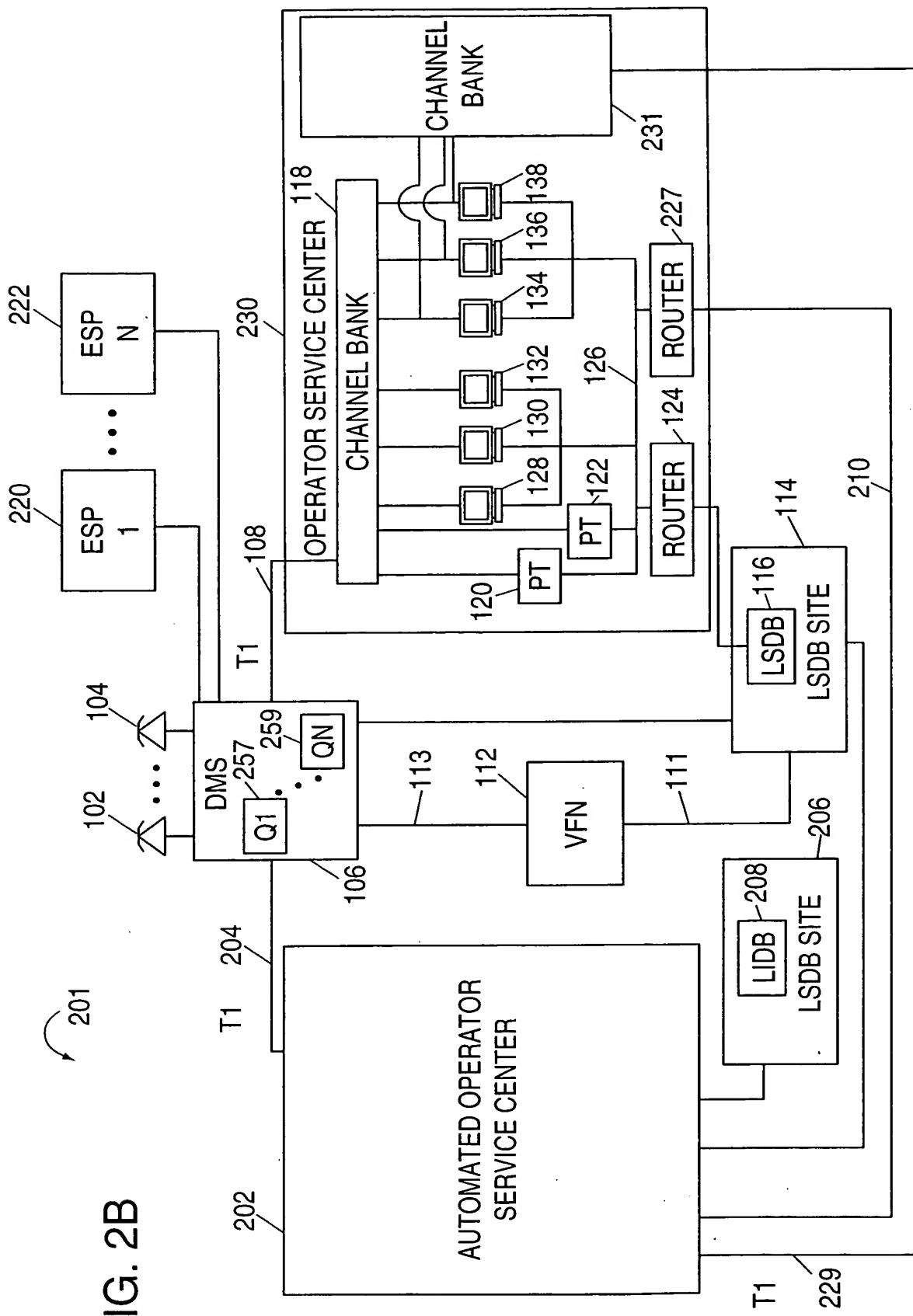
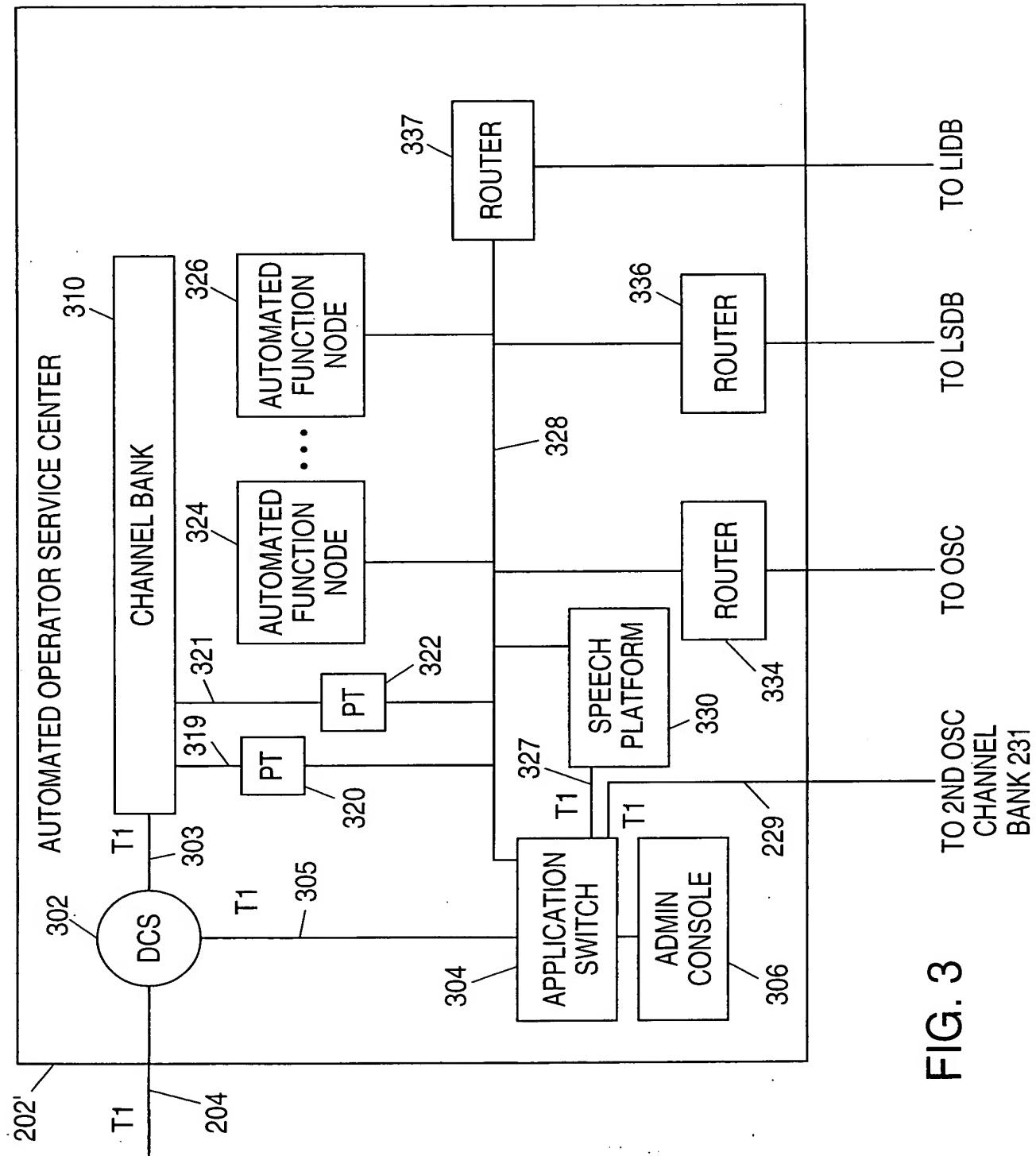


FIG. 2B





3
FIG.

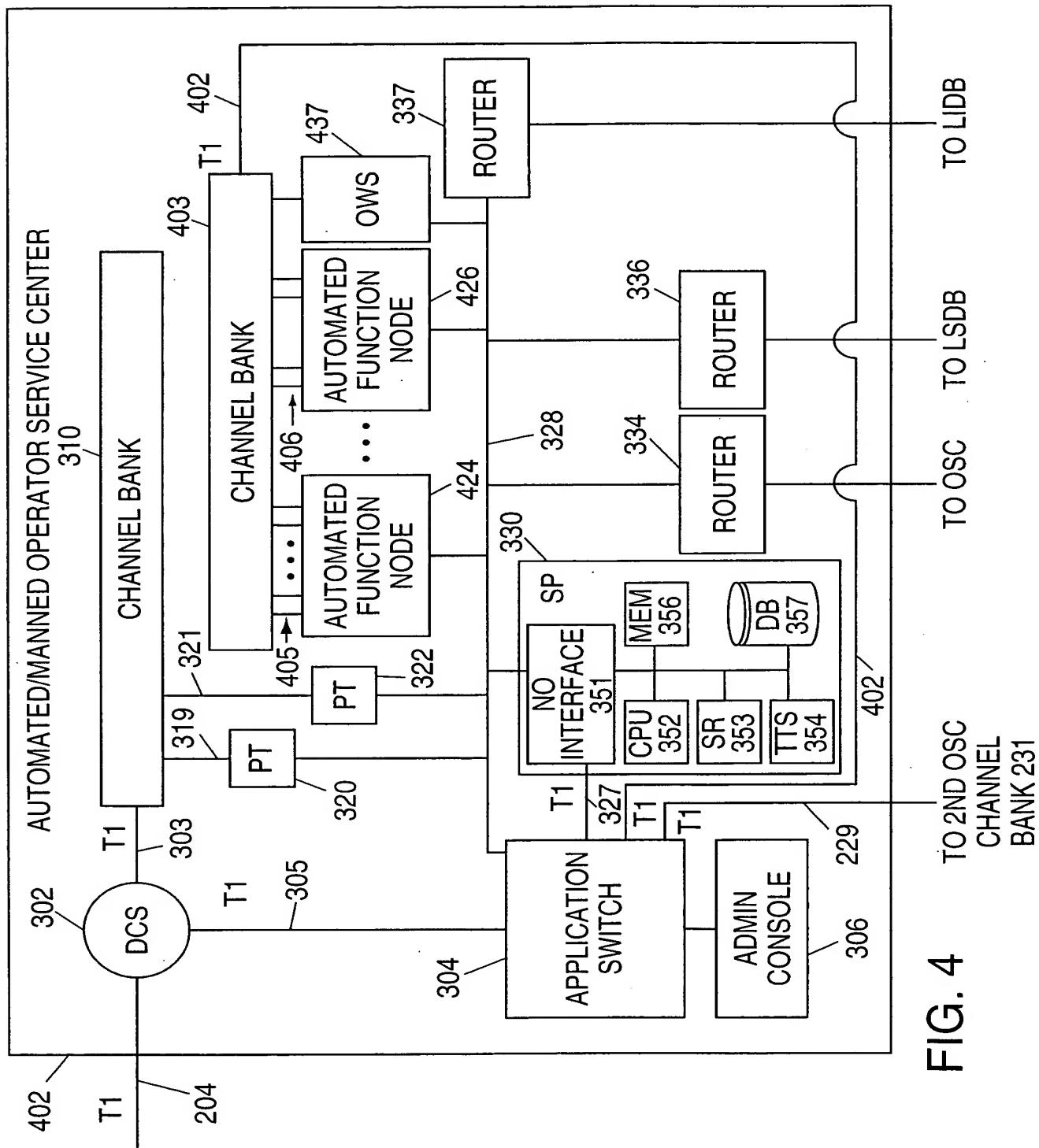


FIG. 4

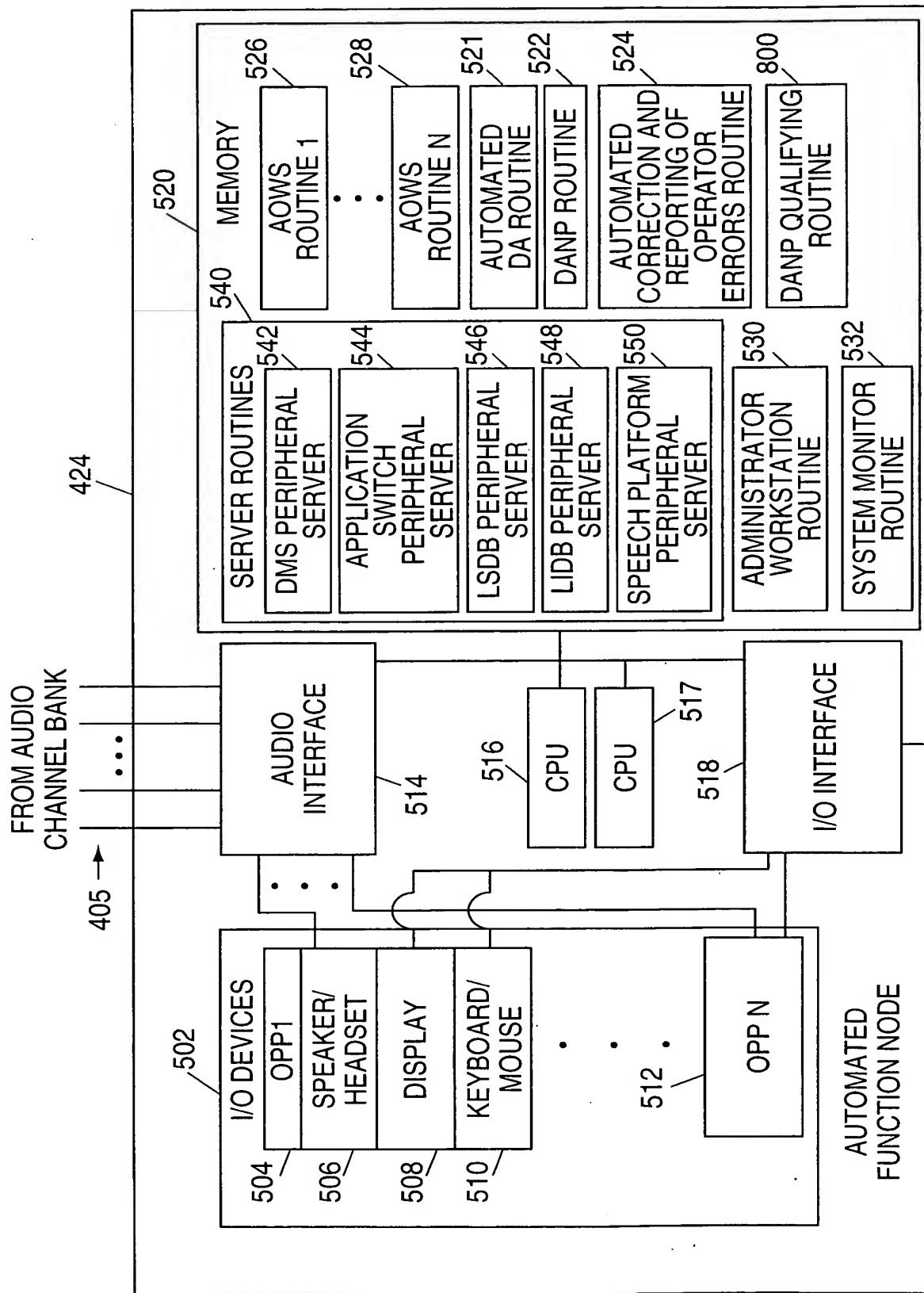


FIG. 5

FIG. 6

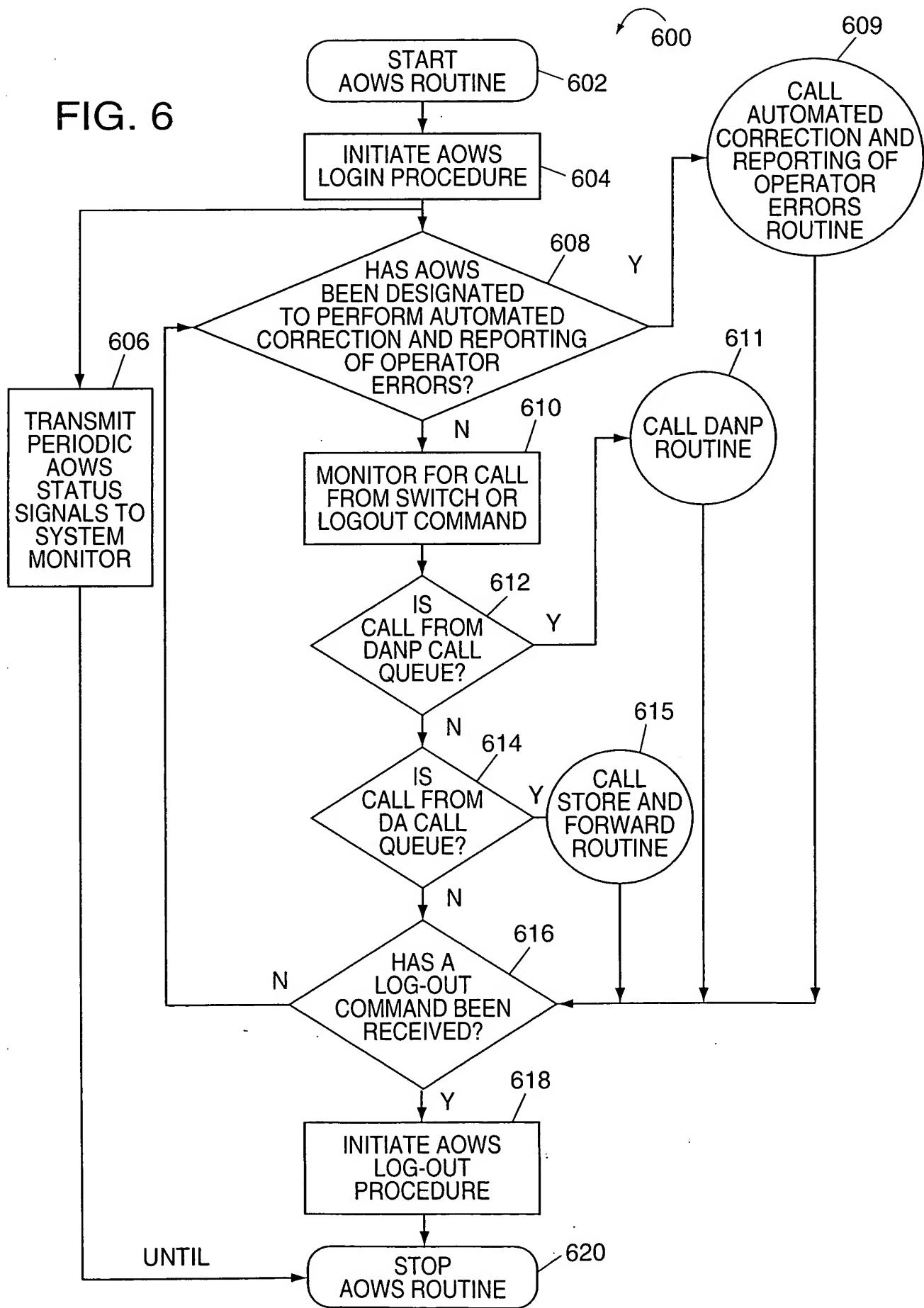


FIG. 7A

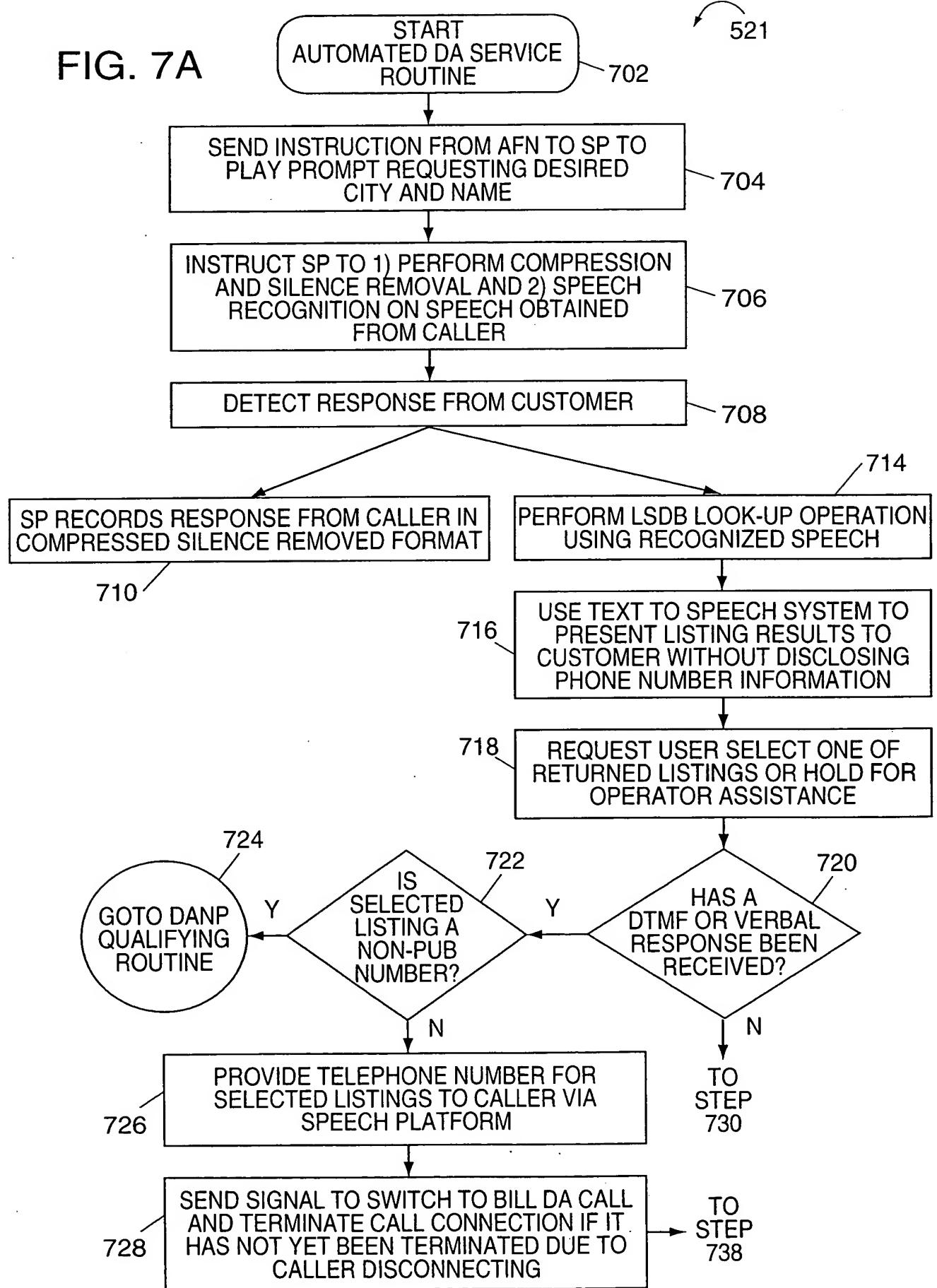
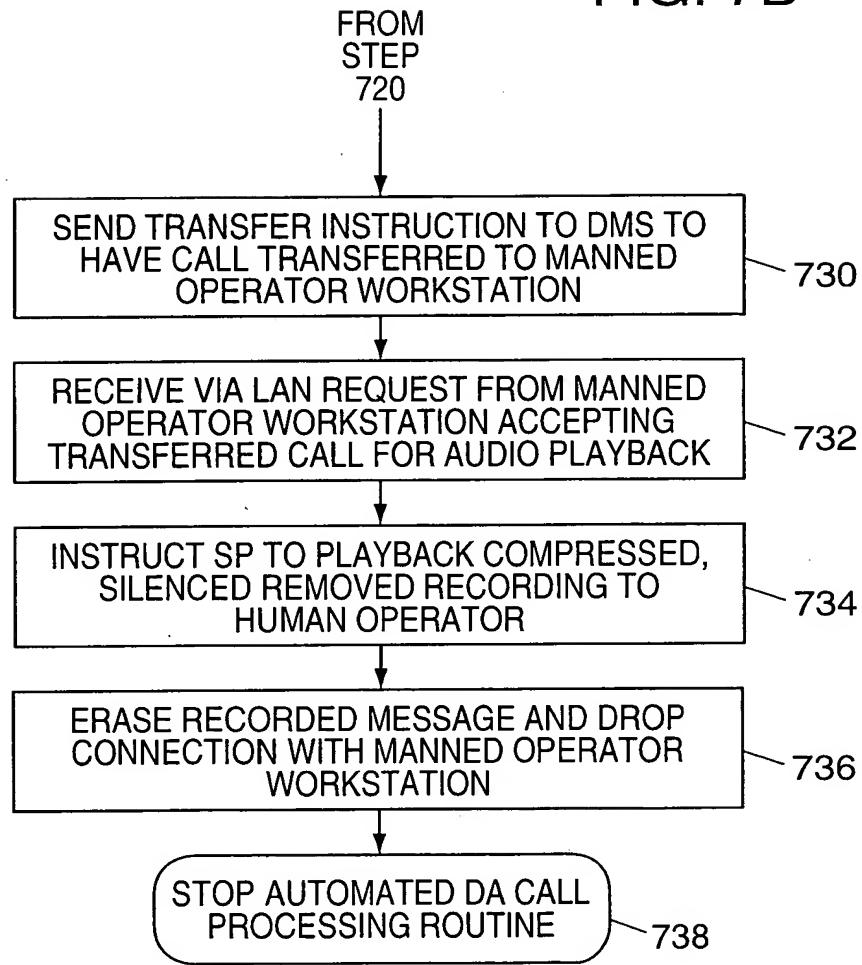


FIG. 7B



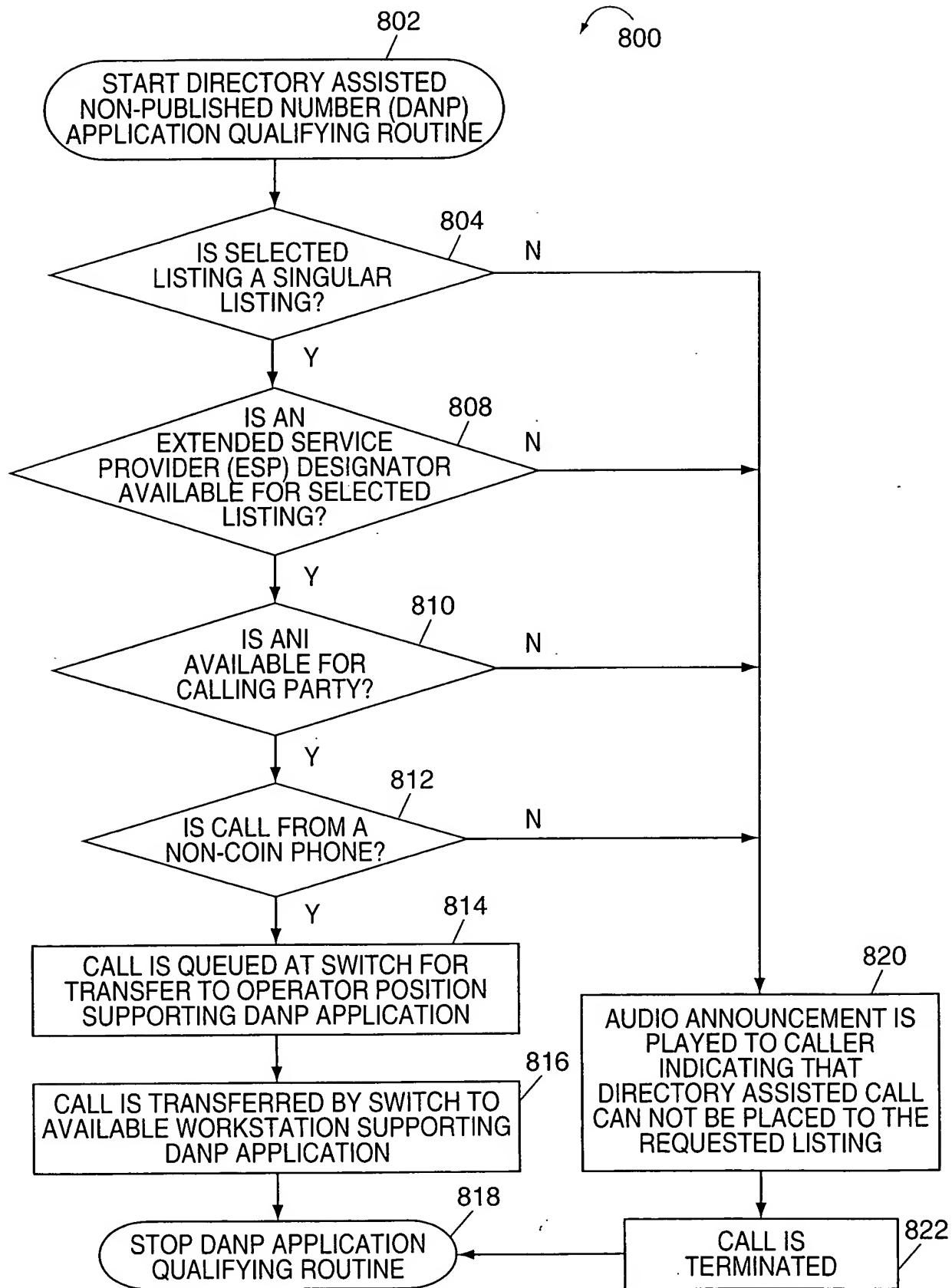


FIG. 8

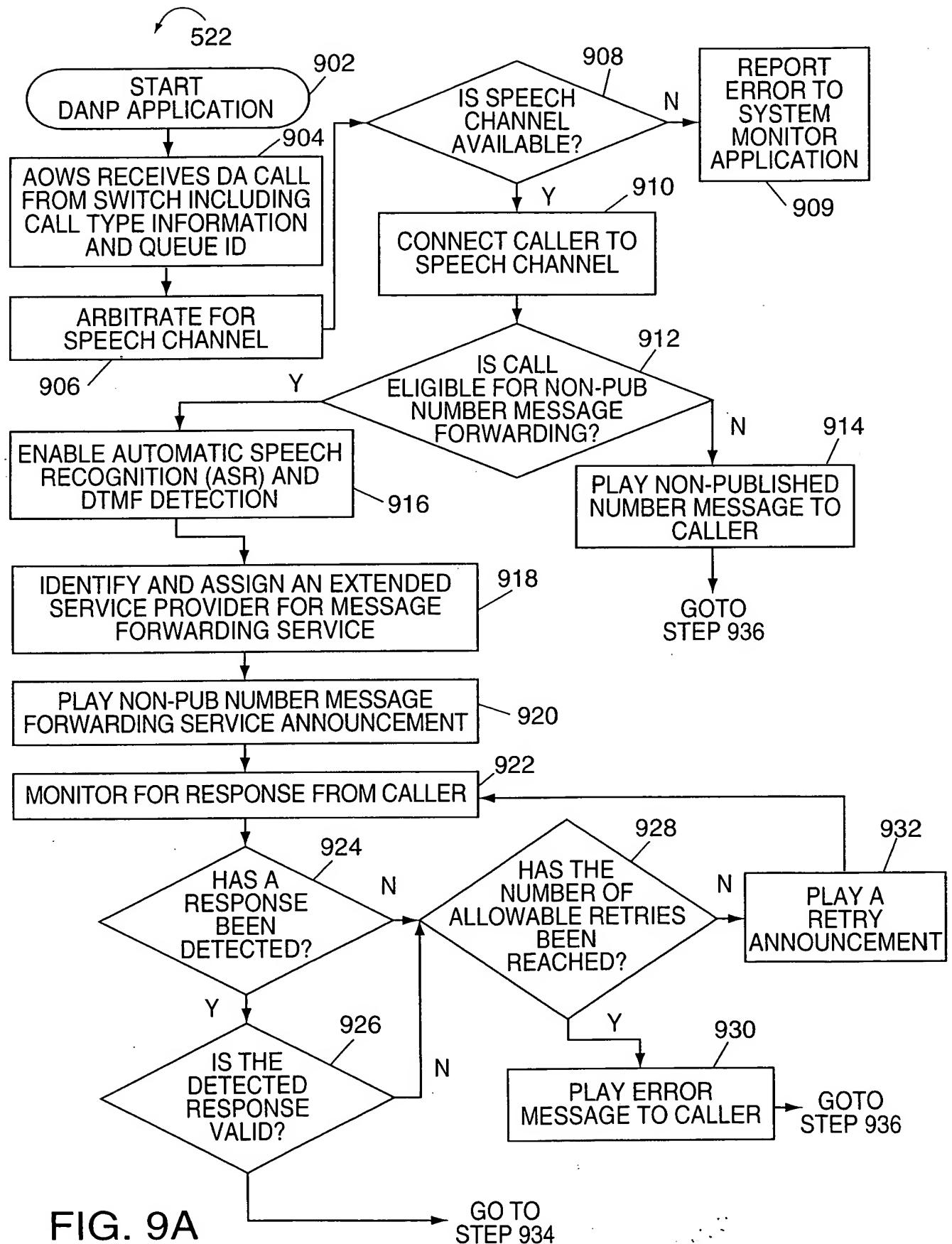


FIG. 9A

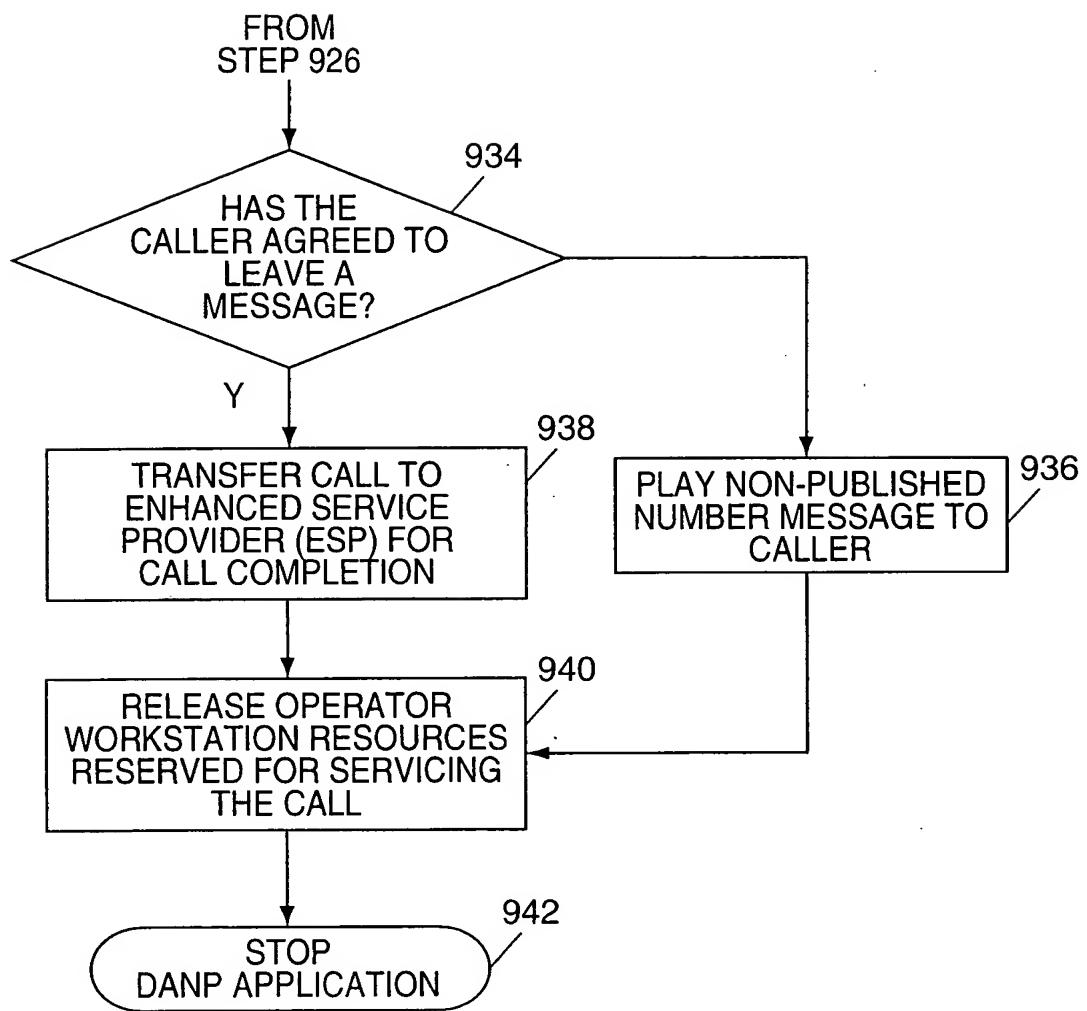


FIG. 9B

